

Dear FCC,

When I first signed up for cable internet service with Charter in 2000 the cost was \$24.95 for their 512k service and \$2.95 for modem rental. A few months later the speed was dropped to 256k for \$24.95 and the modem rental went to \$5.00. In April of this year the 256k speed was dropped and everyone was switched to 512k at a cost of \$29.95 with the modem rental staying at \$5.00. Now starting on November 1st the 512k service is being eliminated and I have the choice of dropping back to 256k for \$29.95 or moving up to 768k for \$39.95. Modem rental is also going up to I believe \$7.00. When I called the local Charter office and complained I was told there was nothing they could do because the change came from their corporate office. When I called that office I was told the change was made by the local office. I then called the Altoona city hall and was told that the city can only determine who the cable provider is not how much they charge or how they do business. I think what Charter has done is equal to bait-and-switch. They get us used to the fast speed and then start changing speeds and/or price. In the end we, the consumer, end up paying more for less. Also, concerning the speed of their service, I have had it monitored by an independent test site in Texas and found that the 512k service is usually under 400k. Most of the time it is around 330k. Is there anything that can be done to force Charter to stop changing their service? Eventually we will be paying \$69.95 for 512k service.

Thank you.

John R. Patton